Republika e Kosovës
Republika Kosova - Republic of Kosovo
Agjencia e Kosovës për Akreditim
Agencija Kosova za Akreditaciju
Kosovo Accreditation Agency

PBHE "Universum International College"

Professional Bachelor in Cosmetology

Accreditation

REPORT OF THE EXPERT TEAM

18th of June 2024, Prishtina

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1. INTRODUCTION

1.1. Context

Date of site visit: 18-6-2024

Expert Team (ET) members:

- Antonio Sánchez Pozo, (online)
- Jadranka Pelikan, Student expert
- Adrian Tudor Stan, (online)
- Ana Bara,
- Dunja Duić, (online)
- Juraj Bogat, Student expert

Coordinators from Kosovo Accreditation Agency (KAA):

- Milot Hasangjekaj, KAA Officer

Sources of information for the Report:

- Websitehttps://universum-ks.org/en/
- SER
- CV_UNI Staff
- Syllabi
- 14_ACCESSIBILITY AND INCLUSIVENESS Regulation
- Agreement_ArizonaStateUniversity
- Approval_University of Northampton
- Childcare-facilities
- Evidence_Access-to-UC-sport-facilities
- GEP_Universum-International-College
- HSC policy
- Policy on Antidiscrimination for Academic and Administrative Staff
- Policy on Anti-Discrimination of Students
- Smoke-free policy
- Student-Handbook 2022
  - Accreditation reports and academic program development research and reports available on the Internet,
  - Staff surveys and participation
  - Quality Assurance Manual (new quality assurance guidelines) and Guidelines for Periodic Internal Review of Academic Programs
  - External Review of Program

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- Programmatic meetings between Academic Program staff, Quality Assurance Unit, and UNI Management;
- Peer-to-peer evaluation;
- Evaluation from Pearson
- The evaluation of academic staff by the Committee for the Evaluation of Teaching Methodology
- Guidelines for Periodic Internal Review of Academic Programs
- 60 Photographs of the existing practicums and laboratories
- 37 MoUs
- 7 invoices for the equipment and chemicals purchase
- 4 MoUs for Cosmetology study programme practical work

Criteria used for institutional and program evaluations

- KAA-Accreditation-Manual-Updated-2022
- EHEA Guidelines

1.2. Site visit schedule

Time	Meeting	Participants
09:00 – 10:00	Meeting with the management of the faculty where the programme is integrated Join Zoom Meeting https://us02web.zoom.us/j/81970506582?pwd=2AWScBvlgJLarjucnD4xueDIMxp6KC.1 Meeting ID: 819 7050 6582 Passcode: 954380	Prof. Alejtin Berisha Prof. Isabel Salvat
10.05 – 10.55	Meeting with quality assurance representatives and administrative staff Join Zoom Meeting https://us02web.zoom.us/j/81970506582?pwd=2AWScBvlgJLarjucnD4xueDIMxp6KC.1 Meeting ID: 819 7050 6582 Passcode: 954380	Prof. Uran Rraci Prof. Donjeta Zejnullahu Pllana Ms. Gabriela Ukaj
11:00 – 12:00	Meeting with the heads of the study programme **Bachelor's Degree in Dental Hygiene, 180 ECTS (Re-accreditation)** **Room 1** Adrian Stan	Prof. Rozafa Troni Prof. Arianit Emra Prof. Maigona Dermaku
11:00 – 12:00	Meeting with the heads of the study programme **Laboratory Biomedicine, BSc, 180 ECTS (Accreditation)** **Professional Bachelor in Cosmetology, 180 ECTS (Accreditation)**	Prof. Dua Danjolli Hashani Prof. Arianit Gashi Prof. Shkelzen Elezaj Prof. Arjeta Gashi fazliu

	Room 2 Antonio Sánchez Pozo, Jadranka Pelikan, Student expert. Join Zoom Meeting https://us02web.zoom.us/j/81970506582?pwd=2AWScBvlgJLarjucnD4xueDIMxp6KC.1 Meeting ID: 819 7050 6582 Passcode: 954380	Prof. Redon Jashari Prof. Flamur Hasimi
11:00 – 12:00	Meeting with the heads of the study programme **Law, LLB, 240 ECTS (Re-accreditation)** **Room 3** Dunja Duić	Prof. Fitim Gashi Prof. Jetmire Zeqiri Prof. Fitim Shishani Prof. Fejzi beqiri
11:00 – 12:00	Meeting with the heads of the study programme **Governance and National Security, MA, 120 ECTS (Accreditation)** **Room 4** Ana Bara Juraj Bogat, Student expert	Prof. Avni Alidemaj Prof. Alban Maliqi
12:00 – 13:00	Lunch break	
13:00 – 13.45	Visiting Facilities	Tevide Shabani
13:45 – 14:45	Meeting with teaching staff Bachelor's Degree in Dental Hygiene, 180 ECTS (Re-accreditation) Laboratory Biomedicine, BSc, 180 ECTS (Accreditation) Professional Bachelor in Cosmetology, 180 ECTS (Accreditation) **Room number 1** Join Zoom Meeting https://us02web.zoom.us/j/81970506582?pwd=2AWScBvlgJLarjucnD4xueDIMxp6KC.1 Meeting ID: 819 7050 6582 Passcode: 954380	Prof. Riaz Agahi Prof. Tevide Shabani Prof. Vigan Kiseri Prof. Fuat Bislimi Prof. Albin Gashi Prof. Xhevdet Quni Prof. Donjet Bislimi Prof. Hana Domi Prof. Nora Shabani Prof. Jeton Havolli Prof. Bekim Ramabaja
13:45 – 14:45	Meeting with teaching staff Law, LLB, 240 ECTS (Re-accreditation) Governance and National Security, MA, 120 ECTS (Accreditation) **Room number 2** Topic: LLB Time: Jun 18, 2024 11:00 AM Brussels Join Zoom Meeting https://us02web.zoom.us/j/84583708675?pwd=NBAyMDabxZAxbn73iGcBfDQPoX1nTt.1 Meeting ID: 845 8370 8675 Passcode: 676765	Prof. Stephen Keck Prof. Valon Murati Prof. Samet Dalipi Prof. Muhamet Spahiu Prof. Nazim Haliti Prof. Nesrin Jahja

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14:45 – 15:30	Meeting with students and graduates (Dental Hygiene)	Erona Aliu, Flora Hajrizi Kristina Dedaj Loresa Syla Mal Ahmeti Flaka Çela Artistika Kastrati Diana Aliti Dorela Mehmetaj Fjolla Miftari Melisa Rrahimaj Ereza Çitaku Artiola Latifaj Baftishahe Aziri Leona Gjoni Florentina Ibrahimi Nita Qarkaxhija Violeta Svarça
14:45 – 15:30	Meeting with students and graduates (LLB)	Enesa Isufi Eljesa Kurtaliqi Melisa Zeneli Besarta Avdijaj Anita Haziri Lendrita Hasani Njomza Osmani Mirgjen Dalipi Nart Hyseni Erina Hoxha 11. Gresa Luma
15:30 – 16:15	Meeting with employers of graduates and external stakeholders	Gazmend Bërlajolli Fjolla Gashi Shefki Abdullahu Hajriz Sejdiu Admir Salihu Samir Reka Ramush Mahmutaj Fadil Redenica Ana Tolaj Driton Avdiu Violeta Pirana Hatixhe Ramabaja Rezana Saraqi Bardha Leka Shaip Muja
16:15 – 16:20	Internal meeting of KAA staff and experts	
16:20 – 16:25	Closing meeting with the management of the faculty and program	

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Observations:

- Too short time, long explanations.
- Bad audio in teaching staff meeting. Nametags not seen clearly
- Not all listed participants attend the meetings: 3 students, no graduates, 5 employers
- In general, one person leads the discussion while the rest remained silent.
- Last meeting with QA and management
- Participants were invited personally, selection criteria unknown.

1.3. A brief overview of the institution under evaluation

Universum International College was established in March 2005, in Prishtina and Ferizaj, Starting from March 2023, Universum International College has entered into a strategic partnership with Arizona State University.

Universum International College thrives on providing high quality, accessible and affordable educational opportunities to a Kosovar and international student body through teaching excellence, lifelong learning, applied research and partnership building, thus, preparing students to be thoughtful, responsible and successful citizens who support the development of Kosovo and the region.

Currently offers 13 Bachelor level and 3 Master level programs: BA in Business and Management, BA in Political Science, Bsc. in Computer Science, BA in English, LLB, Bachelor in Digital Journalism, Bachelor in Cyber Security, Bachelor in Physiotherapy, Bachelor in Dental Hygiene, Bsc. in Nursing, BA in Graphic Design, Bachelor in Dental Technician and BA in Fashion Design. The three graduate programs are as follow: MA in Management, Msc. in Data Science and Analytics and Msc. in Sustainable Food Production Systems (Joint Degree with University of Peja).

Universum International College is accredited by Pearson Education and offer two Level 5 programs in Integrated Design and Nursing. Recently, Universum International College has been accredited by the University of Northampton in UK to offer double degrees in Business, Management, Design and Computer Science in undergraduate and graduate level.

2. PROGRAM EVALUATION

Name of Diploma or Academic degree Professional Bachelor in Cosmetology
ECTS 182
Level of Qualification according to NQF ISCED 6
Form of Studies Full Time
Minimum Duration of the Program 3 years
Number of Students per Year 150

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2.1. Mission, Objectives and Administration

Mission and objectives are clear. The program aims to fill the gap in this specific professional area, which is in expansion. Administration is entirely responsibility of UIC, although there is a strategic partnership with Arizona State University (the statement on the web site that the program is empowered and managed by ASU should be corrected).

Standard	Compliance	
	Yes	No
Standard 1.1. The study program mission is in compliance with the overall mission statement of the institution. • The study program is in line with the new mission of Universum International College (Pgs. 7,14) • It is surprising that being internationalization a core issue, web site documents are only in Albanian.	X	
Standard 1.2. Relevant academic and professional advice is considered when defining the intended learning outcomes (LO) which are consistent with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. • Formal consultations with stakeholders were not provided. • The strategic partnership with Arizona State University (ASU) provides much of the advice, an, in fact, many courses are just adaptations of the ones in ASU. However, professional capacities could not be exchangeable between EEUU and Europe. • LO are aligned with European Qualifications Framework, but Cosmetology normally is a master' degree.		X
Standard 1.3. The study program has a well-defined overarching didactic and research concept. • Both didactic and research (applied research) are considered.	X	
Standard 1.4. There are formal policies, guidelines and regulations dealing with recurring procedural or academic issues. These are made publicly available to all staff and students. • They have new quality assurance guidelines • The information given in the web site is incomplete and mostly in Albanian.	X	
Standard 1.5. All staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities. • Code of Ethics and Staff Manual which defines the procedures and expectations to the academic staff.	X	
Standard 1.6. All policies, regulations, terms of reference and statements of responsibility relating to the management and delivery of the program are reviewed at least once every two years and amended as required in the light of changing circumstances.		X

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• Declared. No evidence		

Compliance level: Substantially compliant

ET recommendations:
1. A master instead of a bachelor should be more appropriate because of its specialization, access of student with a solid background is recommended.
2. *Reconsider LO after formal consultation with stakeholder. Creation of an advisory board should be u*seful.

2.2. Quality Management

The Higher Education sector in Kosovo is governed by the 2011 Law on Higher Education No. 04/L-037. Since 2001, Kosovo has embraced the Bologna Process model for its Higher Education Institutions (HEIs), incorporating the Bologna Reforms even though it has not formally signed the Bologna Declaration. Currently, the objectives of the Bologna Process are implemented through national legislation and regulations at Universum International College. This includes the adoption of the European Credit Transfer and Accumulation System (ECTS), a three-cycle degree structure, student and staff mobility initiatives, and a quality assurance system.

The University follows a two-tier system for reviewing academic programs. The first tier involves an internal review, where progress reports are prepared based on data collected by the QAU and through weekly meetings between the Program's Academic Director, Program Coordinator, and administrative staff. The second tier focuses on external review, where internal reports are shared with an external panel for feedback and recommendations. Arizona State University (ASU), the University's strategic partner, participates as an external reviewer.

The QAU oversees quality control at two levels. Firstly, it handles internal quality assurance in accordance with University rules. This includes developing and monitoring quality assurance policies, enhancing the student learning experience, tracking key performance indicators across departments, analyzing data, preparing reports, providing continuous improvement recommendations, facilitating staff and student evaluations, supporting curriculum development and student services, and improving institutional effectiveness. Secondly, the QAU manages external quality assurance processes linked to the partnership with ASU. This involves ensuring faculty participation in ASU training programs and evaluating their effectiveness in enhancing teaching skills, facilitating student involvement in

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ASU training and certification programs, and aligning course content with ASU requirements.

Universum International College has developed its own quality assurance strategy, utilizing a range of custom instruments to enhance and maintain program quality. This strategy will also apply to the new program under consideration for accreditation. The college follows established guidelines for the periodic internal review of academic programs, collecting data based on 25 key performance indicators (KPIs) that cover administrative and professional aspects such as teaching, research, timely communication with students, and student satisfaction. The findings from this quality assurance system inform the further development of study programs.

Training at both institutional and program levels is provided to improve service quality and ensure compliance with standards set by the Kosovo Accreditation Agency (KAA). Additional support for quality management is available through the Center for Excellence in Learning and Teaching and the Quality Assurance and Institutional Effectiveness Committee.

The Quality Assurance Unit (QAU) comprises five full-time professionals with expertise in data collection, aggregation, analysis, curriculum development, policy and regulation development, and general administration. However, the Expert Team (ET) noted that the QAU's workload exceeds its current capacity. To address this, the QAU collaborates with academic directors from each department, who allocate two staff members to assist the QAU, bringing the total number of staff involved in quality management to 29. Despite this collaboration, the ET recommended increasing the number of full-time QAU professionals, especially given the dual focus on internal and external quality assurance processes.

Universum International College ensures quality across three domains: academic and teaching within study programs, local and international cooperation, and administrative and operational functions, including student services. The college has a Quality Assurance Manual outlining procedures for data collection, reporting mechanisms, and timelines, which is regularly updated. Although the manual is supposed to be available on the university's official website, the ET could not find it on the English version of the site.

For specific program evaluations, the QAU follows KAA guidelines and conducts surveys among academic and administrative staff to monitor progress and satisfaction levels. Data collected are shared with stakeholders through an internal information-sharing platform accessible to students and staff, with some information also available on the university's website. For accredited programs, the QAU prepares self-improvement reports and submits them to the KAA, monitoring the implementation of recommended standards and improvements.

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Every program undergoes regular performance enhancements to meet the requirements of the university's strategic partner, Arizona State University (ASU). The QAU conducts regular evaluations of both administrative services and academic staff, occurring twice a year for the winter and spring semesters. These evaluations gather student assessments of courses, professors, and services. The QAU handles data dissemination, collection, analysis, and report aggregation, providing targeted recommendations for improvement. Reports are shared internally with the rector, academic directors, professors, department coordinators, and students. While staff self-evaluation reports are not publicly accessible due to data protection regulations, students have access to evaluation reports for their professors. According to the Self-Evaluation Report (SER), this system of result dissemination fosters constructive dialogue among management, professors, and students, leading to improved learning experiences. The university is transitioning from Moodle to a more user-friendly platform for information sharing.

Standard	Compliance	
	Yes	No
Standard 2.1. All staff participate in self-evaluations and cooperate with reporting and improvement processes in their sphere of activity.	X	
Standard 2.2. Evaluation processes and planning for improvement are integrated into normal planning processes.	X	
Standard 2.3. Quality assurance processes deal with all aspects of program planning and delivery, including services and resources provided by other parts of the institution.	X	
Standard 2.4. Quality evaluations provide an overview of quality issues for the overall program as well as of different components within it; the evaluations consider inputs, processes and outputs, with particular attention given to learning outcomes for students.	X	
Standard 2.5. Quality assurance processes ensure both that required standards are met and that there is continuing improvement in performance.	X	
Standard 2.6. Survey data is being collected from students, graduates and employers; the results of these evaluations are made publicly available.		X
Standard 2.7. Results of the internal quality assurance system are taken into account for further development of the study program. This includes evaluation results, investigation of the student workload, academic success and employment of graduates.	X	
Standard 2.8. The institution ensures that reports on the overall quality of the program are prepared periodically (eg. every three years) for consideration within the institution indicating its strengths and weaknesses.	X	
Standard 2.9. The quality assurance arrangements for the program are themselves regularly evaluated and improved.	X	

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Compliance level: Substantially compliant

ET recommendations:
1. considers increasing the number of QAU staff according to the wide range of tasks linked to internal and external procedures in quality assurance.
2. a stricter focus of quality assessment of the study programs and their outcomes.
3. regular monitoring and capturing the data on the employability of the graduates across all study programs.

2.3. Academic Staff

Of the CV analyzed, specialties are mostly medicine and nursing but not cosmetology or technological related disciplines such as pharmaceutical technology. Because is focused on innovation, research is an important issue.

Regarding research in the last 5 years productivity is very low.

The number of teachers is low for a group of 150 students (total 450 for the 3 years) as there are an important practice component; in addition, most teachers are involved in other programs.

Standard	Compliance	
	Yes	No
Standard 3.1. Candidates for employment are provided with full position descriptions and conditions of employment. To be presented in tabular form data about full time (FT) and part time (PT) academic/ artistic staff, such as: name, qualification, academic title, duration of official (valid) contract, workload for teaching, exams, consulting, administrative activities, research, etc. for the study program under evaluation. • Table Pag 36	X	
Standard 3.2. The teaching staff must comply with the legal requirements concerning the occupation of teaching positions included in the Administrative instruction on Accreditation. • Declared	X	
Standard 3.3. Academic staff do not cover, within an academic year, more than two teaching positions (one full-time, one part-time), regardless of the educational institution where they carry out their activity. • *Declared*	X	
Standard 3.4. At least 50% of the academic staff in the study program are full time employees, and account for at least 50% of the classes of the study program. • 60% of the academic staff is full time and accounts for 69% of the classes.	X	
Standard 3.5. For each student group (defined by the statute of the		X

institution) and for every 60 ECTS credits in the study program, the institution has employed at least one full time staff with PhD title(5)or equivalent title in the case of artistic/applied science institutions. • Groups were not specified. Assuming 1 group there are 5 over the 3 required.		
Standard 3.6. Opportunities are provided for additional professional development of teaching staff, with special assistance given to any who are facing difficulties. • There are many programs for staff exchange. • It is stated that training opportunities provided to our academic staff are designed and developed in cooperation with industry partners, but employers did not confirm this aspect.	**X**	
Standard 3.7. The responsibilities of all teaching staff, especially full-time, include the engagement in the academic community, availability for consultations with students and community service. • Declared	**X**	
Standard 3.8. Academic staff evaluation is conducted regularly at least through self-evaluation, students, peer and superiors' evaluations, and occur on a formal basis at least once each year. The results of the evaluation are made publicly available. • *Declared.*	**X**	
Standard 3.9. Strategies for quality enhancement include improving the teaching strategies and quality of learning materials. • *Declared. There is a* Committee for the Evaluation of Teaching Methodology.	**X**	
Standard 3.10. Teachers retired at age limit or for other reasons lose the status of full-time teachers and are considered part-time teachers. • No data available.	**-**	

Compliance level: Substantially compliant

ET recommendations:
1. Increase the number of specialists in Cosmetology and Dermopharmacy
2. Increase the number of teachers or reduce the number of students.

2.4. Educational Process Content

The program is composed of a relatively large number of disciplines starting from Chemistry and Biology and ascending to the more specialized ones. Integration of all this knowledge is a challenge.

In total the number of ECTS is higher than the recommendations of the EHEA.

In relative terms, Cosmetology is less than 50%. Nutrition is highly represented. Certain high demanded topics such as hydrothermal, pigmentation, depilation are not present. Surprisingly Microbiology is not compulsory. There are elective courses but not a track to integrate them.

Learning outcomes are specified but no examples are provided to illustrate and to verify them.

The didactic methodology seems to be classical judged by the syllabi, although they are involved in innovative methods such as mentorship teaching.

Standard	Compliance	
	Yes	No
Standard 4.1. The study program is modelled on qualification objectives. These include subject-related and interdisciplinary aspects as well as the acquisition of disciplinary, methodological and generic skills and competencies. The aspects refer especially to academic or artistic competencies, to the capability of taking up adequate employment, contributing to the civil society and of developing the students' personality. • elements of entrepreneurship and innovation not described.	X	
Standard 4.2. The study program complies with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education Area. The individual components of the program are combined in a way to best achieve the specified qualification objectives and provide for adequate forms of teaching and learning. • 182 ECTS		X
Standard 4.3. The disciplines within the curriculum are provided in a logical flow and meet the definition and precise determination of the general and specific competencies, as well as the compatibility with the study programs and curricula delivered in the EHEA. To be listed at least 7 learning outcomes for the study program under evaluation.	X	
Standard 4.4. The disciplines within the curriculum have analytical syllabuses which comprise at least the following: the discipline's objectives, the basic thematic content, learning outcomes, the distribution of classes, seminars and applicative activities, students' assessment system, the minimal bibliography, etc. The full course description/ syllabuses of each subject/ module should be attached only in electronic form to the self-assessment report for the study program	X	

under evaluation.		
Standard 4.5. If the language of instruction is other than Albanian,actions are taken to ensure that language skills of both students and academic staff are adequate for instruction in that language when students begin their studies. This may be done through language training prior to the commencement of the program. • It is unclear if courses given by ASU are English	*X*	
Standard 4.6. The student-teacher relationship is a partnership in which each assumes the responsibility of reaching the learning outcomes. Learning outcomes are explained and discussed with students from the perspective of their relevance to the students' development. .	*X*	
Standard 4.7. Teaching strategies are fit for the different types of learning outcomes programs are intended to develop. Strategies of teaching and assessment set out in program and course specifications are followed with flexibility to meet the needs of different groups of students.	*X*	
Standard 4.8. Student assessment mechanisms are conducted fairly and objectively, are appropriate for the different forms of learning sought and are clearly communicated to students at the beginning of courses.	*X*	
Standard 4.9. Appropriate, valid and reliable mechanisms are used for verifying standards of student achievement. The standard of work required for different grades is consistent over time, comparable in courses offered within a program, and in comparison with other study programs at highly regarded institutions.	*X*	
Standard 4.10. Policies and procedures include actions to be taken in to dealing with situations where standards of student achievement are inadequate or KAA inconsistently assessed.	*X*	
Standard 4.11. If the study program includes practice stages, the intended student learning outcomes are clearly specified and effective processes are followed to ensure that those learning outcomes and the strategies to develop that learning are understood by students. The practice stages are allocated ETCS credits and the work of the students at the practical training organisations is monitored through activity reports; students during practice stages have assigned tutors among the academic staff in the study program.	--	
Standard 4.12. In order to facilitate the practice stages, the higher education institution signs cooperation agreements, contracts or other documents with institutions/organisations/practical training units. *To be inserted the overview of the program (with all areas to be filled out)* • 221 Credit Mobility agreements	*X*	

Compliance level: Substantially compliant

ET recommendations:
- Learning outcomes are specified but no examples are provided to illustrate and to verify them.

2.5. Students

Standard 5.1. There is a clear and formally adopted admission procedure at institutional level that the study program respects when organising students' recruitment. Admission requirements are consistently and fairly applied for all students.
  • The University's web site contains information about the admission procedure and compulsory documentation for the application for enrolment in all of the accredited study programmes. Information is available in Albanian and English language. The University's policy follows the Law on Higher Education in Kosovo (2011). The SER describes the criterion and the condition prepared for the students.
  • The Regulation of Undergraduate Studies proscribes the admission procedure at the institutional level.
For the accreditation of the study programme criterion is not applicable.
	X	

Standard 5.2. All students enrolled in the study program posses a high school graduation diploma or other equivalent document of study, according to MEST requirements.
  • The University's web site contains information about the admission procedure and compulsory documentation for the application for enrolment in the study programme. Information is available in Albanian and English language. The public calls for new academic year enrolment contain this obligatory condition. The SER describes the criterion and the condition prepared for the students.
  •
For the accreditation of the study programme criterion is not applicable.
	NA	

Standard 5.3. The study groups are dimensioned so as to ensure an effective and interactive teaching and learning process. • *The SER does not address this criterion entirely.* **For the accreditation of the study programme criterion is not applicable.**	NA	
Standard 5.4. Feedback to students on their performance and results of assessments is given promptly and accompanied by mechanisms for assistance if needed. **For the accreditation of the study programme criterion is not applicable.**	NA	
Standard 5.5. The results obtained by the students throughout the study cycles are certified by the academic record. • The student grades are kept in the electronic data base for all study programmes at UNIVERSUM. **For the accreditation of the study programme criterion is not applicable.**	X	

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Standard 5.6. Flexible treatment of students in special situations is ensured with respect to deadlines and formal requirements in the program and to all examinations. • The study programme will follow the regulations of UNIVERSUM even though the SER does not address it entirely. The Student Handbook clearly expresses the options available for the students with special needs such as academic accommodation, accessible facilities and assistive technologies. The Statute defines student rights and obligations with a focus on student-centred approach. **For the accreditation of the study programme criterion is not applicable.**	X	
Standard 5.7. Records of student completion rates are kept for all courses and for the program as a whole and included among quality indicators. • The study programme will follow the regulations of UNIVERSUM even though the SER does not address it entirely. • According to the institution's regulations all student records are kept for all courses and for each accredited programme in DMIS and MOODLE systems. Both are accessible to students and the teaching staff. **For the accreditation of the study programme criterion is not applicable.**	X	
Standard 5.8. Effective procedures are being used to ensure that work submitted by students is original. • The study programme will follow the regulations of UNIVERSUM. Well described in the SER. • The institution has provided the anti-plagiarism platform that is operational in Albanian language. **For the accreditation of the study programme criterion is not applicable.**	X	
Standard 5.9. Students' rights and obligations are made publicly available, promoted to all those concerned and enforced equitably; these will include the right to academic appeals. • The Statute of the University defines clearly student rights and obligations. The document is publicly available. • The students have an access to the Handbook for students along with other regulatory documents related to student rights and obligations.	X	

• The study programme will follow the regulations of UNIVERSUM. Well described in the SER. **For the accreditation of the study programme criterion is not applicable.**		
Standard 5.10. The students' transfer between higher education institutions, faculties and study programs is clearly regulated in formal internal documents. • The SER clearly describes that transfer of students is regulated by provisions of the policy on transfer of students, which is in full compliance with the higher education law of the Republic of Kosovo. • The study programme will follow the regulations of UNIVERSUM. Substantially described in the SER. **For the accreditation of the study programme criterion is not applicable.**	X	
Standard 5.11. Academic staff is available at sufficient scheduled times for consultation and advice to students. Adequate tutorial assistance is provided to ensure understanding and ability to apply learning. • The study programme will follow the regulations of UNIVERSUM. Substantially described in the SER. **For the accreditation of the study programme criterion is not applicable.**	NA	

Compliance level: Fully compliant

ET recommendations:
-

2.6. Research

The institution focus is not on research as declared. Some teachers have good research and high productivity in Chemistry and Biology, while most teachers have little experience.

	Compliance	
Standard	Yes	No

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Standard 6.1. The study program has defined scientific/applied research objectives (on its own or as part of a research centre or interdisciplinary program), which are also reflected in the research development plan of the institution; sufficient financial, logistic and human resources are allocated for achieving the proposed research objectives. • There are objectives, but not a detailed plan including sufficient financial, logistic and human resources.		X
Standard 6.2. Expectations for teaching staff involvement in research and scholarly activities are clearly specified and performance in relation to these expectations is considered in staff evaluation and promotion criteria. • *Contracts* • *KPIs for research promotion and additional benefits (3/21:points 7,14, 19)*	X	
Standard 6.3. Clear policies are established for defining what is recognized as research, consistent with international standards and established norms in the field of study of the program. • Research consists in applied research and focuses on the students not in the program	X	
Standard 6.4. The academic staff has a proven track record of research results on the same topics as their teaching activity. • Not all, few publications, no impact		X
Standard 6.5. The academic and research staff publish their work in speciality magazines or publishing houses, scientific/applied/artistic products are presented at conferences, sessions, symposiums, seminars etc. and contracts, expertise, consultancy, conventions, etc. are provided to partners inside the country and/or abroad.	X	
Standard 6.6. Research is validated through: scientific and applied research publications, artistic products, technological transfer through consultancy centres, scientific parks and other structures for validation.	X	
Standard 6.7. Each academic staff member and researcher has produced at least an average of one scientific/applied research publication or artistic outcome/product per year for the past three years. See 6.1		X
Standard 6.8. Academic and research staff publish under the name of the institution in Kosovo they are affiliated to as full time staff.	X	
Standard 6.9/6.8. Academic staff are encouraged to include in their teaching information about their research and scholarly activities that are relevant to courses they teach, together with other significant research developments in the field. • *Not included in syllabi*		X
Standard 6.10. Policies are established for ownership of intellectual property and clear procedures set out for commercialization of ideas developed by staff and students. • No evidence		
Standard 6.11. Students are engaged in research projects and other	X	

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Standard	
activities.	
• Students are introduced by means of two courses.	

Compliance level: Partially compliant

ET recommendations:
1. Include a full description of publications in CVs
2. Elaborate a detailed research and development plan for the program.
3. Create a research unit to increase the productivity

2.7. Infrastructure and Resources

Standard	Yes	No
Standard 7.1. The adequate long-term implementation of the study program is ensured in quantitative terms as regards premises, human resources and equipment. At the same time, it is guaranteed that qualitative aspects are also taken into account. • As confirmed in the online meetings, the UNIVERSUM building will provide good conditions for the study program implementation and the student's learning experience. Permanent teaching staff is available and accomplished by temporary staff. However, the classrooms are not equipped with air-conditions which can impede the learning experience and the quality of studying.	X	
Standard 7.2. There is a financial plan at the level of the study program that would demonstrate the sustainability of the study program for the next minimum three years. • The SER does not contain a financial plan at the level of the study program. Investment and financial budgets and policies are regulated at higher levels of the University.		X
Standard 7.3. The higher education institution must demonstrate with adequate documents (property deeds, lease contracts, inventories, invoices etc.) that, for the study program submitted for evaluation it possesses the following, for the next at least three years: *a) owned or rented spaces adequate for the educational process;* *b) owned or rented laboratories, with the adequate equipment for all the compulsory disciplines within the curriculum, wherever the analytical syllabus includes such activities;*	X	

• UNIVERSUM provides an adequate, clean, attractive and well-maintained physical environment for the study programme implementation. There are classrooms for lectures, with the basic equipment which should be improved continuously. Yet, there is no evidence of an access to laboratories for the compulsory courses. During the site visit the heads of the programme stated that the practical work will be conducted at the partners' premisses. The laboratory work as part of the teaching should be conducted in laboratories own by the institution or rented. The institution provided the list of purchased equipment for the laboratories' establishment. The expert teams believes that the laboratories will be prepared timely and ready before the new academic years starts.		
c) adequate software for the disciplines of study included in the curriculum, with utilisation licence;		
• Adequate software is included in the curriculum.		
d) library equipped with reading rooms, group work rooms and its own book stock according to the disciplines included in the curricula.		
• The library mentioned in the SER is rather limited in space (exact size has not provided by the SER). The number of books in a variety of genres is available, yet there is a limitation of the professional literature. The SER states that there is an access to electronic scientific literature available to the students and academic staff.		
Note: This criterion contains four sub-criteria. The Expert team considers this criterion satisfied if all sub-criteria are met to at least some extent which is not the case in this evaluation.		
Standard 7.4. The number of seats in the lecture rooms, seminar rooms and laboratories must be related to the study groups' size (series, groups, subgroups); the applicative activities for the speciality disciplines included in the curricula are carried out in laboratories equipped with IT equipment.		
• The number of seats in the lecture rooms is sufficient.	X	
• There are well equipped classrooms but practicums were not available yet.		
• The institution provided the list of purchased equipment for the practicums' establishment. The expert teams believes that the		

practicums will be prepared timely and ready before the new academic years starts with sufficient number of seats.		
Standard 7.5. The education institution's libraries must ensure, for each of the study programs: *a) a number of seats in the reading rooms corresponding to at least 10% of the total number of students in the study program;* *b) a number of seats in the group work rooms corresponding to at least 10% of the total number of students in the study program;* *c) their own book stock from Albanian and foreign speciality literature, enough to cover the disciplines within the curricula, out of which at least 50% should represent book titles or speciality courses of recognised publishers, from the last 10 years;* *d) a book stock within its own library with a sufficient number of books so as to cover the needs of all students in the cycle and year of study the respective discipline is provided for;* *e) a sufficient number of subscriptions to Albanian and foreign publications and periodicals, according to the stated mission.* • The library situation is only briefly addressed in the SER. Observations during the site-visit has shown, that there is fairly free access to the central unit of the library as well as in the academic units. Free access is provided to electronic books, bibliographic references, bibliometric information scientific databases. The libraries offer quiet learning environments, extensive print and electronic collections and helpful staff to support students and teachers. UNIVERSUM has 16 study programmes and two level-5 programmes. It is questionable if the seats and space in the library can meet the standard. Note: This criterion contains five sub-criteria. The Expert team considers this criterion satisfied if all sub-criteria are met to at least some extent which is not the case in this evaluation, the sub-criterion b) has not been met.	X	
Standard 7.6. The infrastructure and facilities dedicated to the implementation of the program is adapted to students with special needs. • The building and the classes are not entirely suitably adapted for students with physical disabilities. There is an elevator in the building, yet there are barriers such as uneven floors level, door knobs difficult to access.	X	

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Compliance level: Substantially compliant

ET recommendations:

1. The Financial plan should be included in the SER despite the fact it is a private organisation, but it provides a public service.
2. The classrooms should be equipped with air-condition systems to ensure safe and healthy environment for the students' learning experience and quality of studying.
3. UNIVERSUM must provide access to laboratories and practicums for practical work according to the courses' syllabi. This should be included into the monitoring plan.
4. The library should contain more professional books available to the students.
5. The number of seats in the library is very limited. The University should provide additional space for students to read and study.
6. The special needs students should have an improved access to the classes and practice rooms in terms of existing barriers removal.

3. FINAL RECOMMENDATION OF THE ET

In conclusion, the Expert Team considers that the study program Cosmetology, offered by Universum College is "substantially compliant" with the standards included in the KAA Accreditation manual and, therefore, recommends to accredit the study program for a duration of 3 years with a number of 30 students to be enrolled in the program.

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